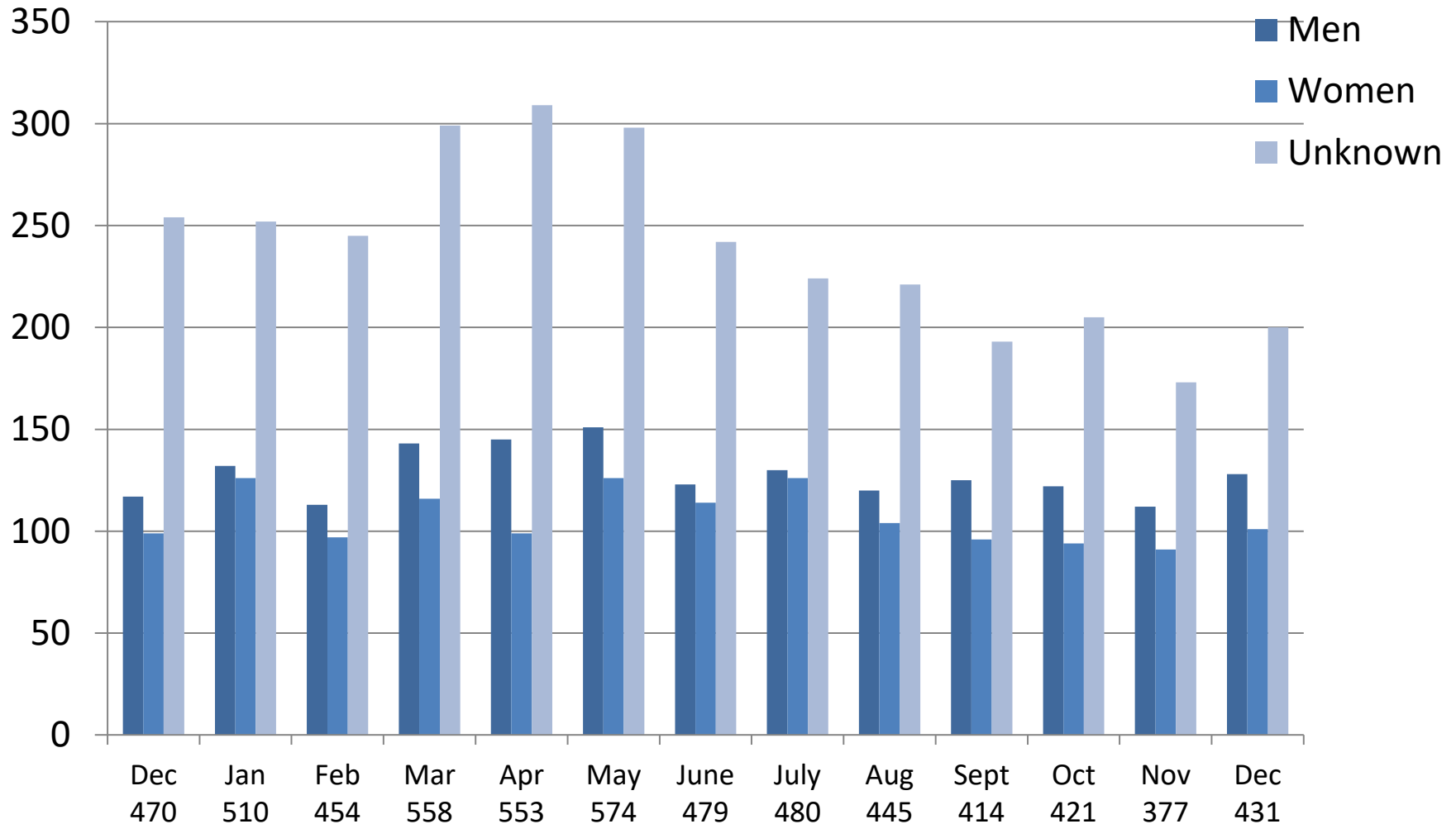


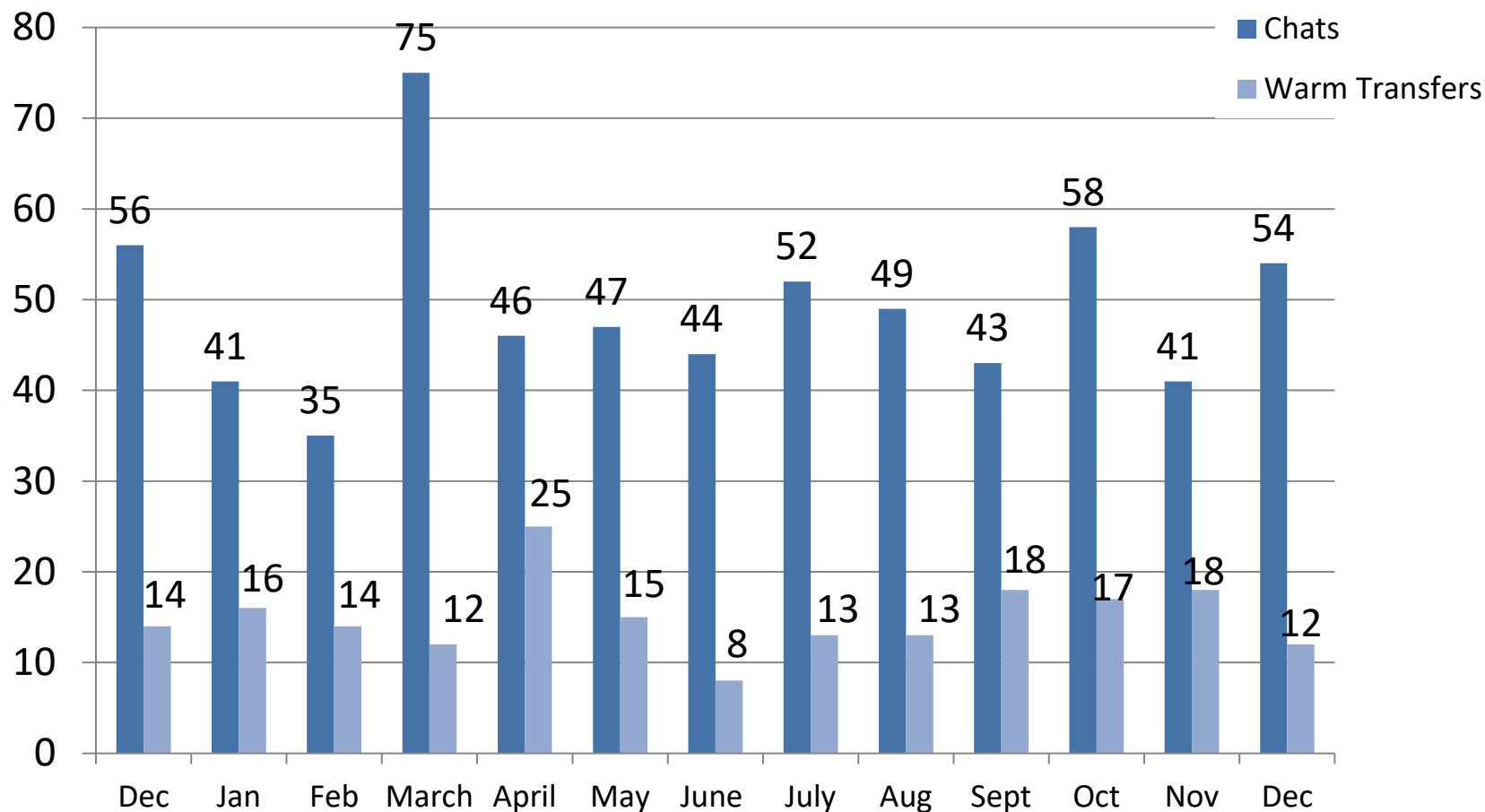
# Problem Gambling Helpline Calls

The below chart indicates the number of calls each month from December 2020- Dec. 2021. The data reflects total number of calls and the gender of the caller.



# Problem Gambling Helpline Chats & Warm Transfers

The below chart indicates the number of chats & warm transfers each month from December 2020 – December 2021.



- The Live Chat feature was launched November 2015.
- The Warm Transfer Program was launched in August 2020.